

- 1 1. A call center comprising:  
2 a customer service response system (CSRS) capable of responding to an incoming  
3 telephone call from a calling party by playing a message to said calling party;  
4 a graphical user interface (GUI) electrically coupled to said CSRS and configured to  
5 receive and display information from said CSRS;  
6 wherein said information received from said CSRS originates from said calling party.
- 1 2. The call center according to Claim 1 wherein said GUI is configured to selectively initiate  
2 another message being sent from said CSRS to said calling party.
- 1 3. The call center according to Claim 1 wherein said GUI displays a plurality of possible  
2 messages that may be sent from said CSRS to said calling party.
- 1 4. The call center according to Claim 3 wherein at least one of said plurality of messages is  
2 customizable.
- 1 5. The call center according to Claim 1 wherein said CSRS further includes a voice  
2 recognition program which is capable of converting voice signals into text messages.
- 1 6. The call center according to Claim 1 wherein said CSRS further includes a voice  
2 recognition program which is capable of converting text messages into voice signals.  
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1 7. The call center according to Claim 1 wherein said GUI provides an option for bypassing  
2 said CSRS.

1 8. The call center according to Claim 1 wherein said CSRS is an adjunct to a telephone.

1 9. The call center according to Claim 1 wherein said CSRS is capable of responding to a  
2 plurality of incoming telephone calls from a plurality of calling parties by playing a  
3 message to each of said calling parties.

1 10. The call center according to Claim 1 wherein said CSRS is configured to receive voice  
2 and text messages.

1 11. The call center according to Claim 1 wherein said message is a voice message.

1 12. The call center according to Claim 1 wherein said message is a text message.

1 13. The call center according to Claim 1 wherein said message is a multimedia message.

1 14. The call center of Claim 1 wherein said CSRS is further capable of accessing a remote  
2 computer system in response to receipt of said information from said calling party.

1 15. The call center of Claim 1 wherein said CSRS is further capable of forwarding said  
2 incoming call to another telephone number in response to receipt of said information  
3 from said calling party.

1 16. A method of servicing a call at a call center comprising:  
2 receiving information from a caller at a customer service response system (CSRS);  
3 displaying said information on a graphical user interface (GUI);  
4 employing said GUI to prompt said CSRS to send a message to said caller; and  
5 transmitting said message for receipt by said caller.

1 17. The method according to Claim 16 further comprising selectively initiating from said  
2 GUI another message being sent from said CSRS to said calling party.

1 18. The method according to Claim 16 further comprising displaying on said GUI a plurality  
2 of possible messages that may be sent from said CSRS to said calling party.

1 19. The method according to Claim 18 further comprising customizing at least one of said  
2 plurality of messages.

1 20. The method according to Claim 16 further comprising converting a voice signal received  
2 from said calling party into a text message for display on said GUI.  
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1 21. The method according to Claim 16 further comprising converting a text message  
2 displayed on said GUI into a voice message for transmission to said calling party.

1 22. The method according to Claim 16 further comprising bypassing said CSRS and  
2 connecting said incoming telephone call to a telephone at said call center.

1 23. The method according to Claim 16 further comprising said CSRS responding to a  
2 plurality of incoming telephone calls from a plurality of calling parties by playing a  
3 message to each of said calling parties.

1 24. The method according to Claim 16 further comprising receiving at said CSRS at least one  
2 voice message and at least one text message.

1 25. The method according to Claim 16 further comprising said CSRS accessing a remote  
2 computer system in response to receipt of said information from said calling party.

1 26. The method according to Claim 16 further comprising said CSRS forwarding said  
2 incoming telephone call to another telephone number in response to receipt of said  
3 information from said calling party.

1 27. A call center comprising:

2 call system response (CSR) means for receiving information from a plurality of telephone  
3 calls;

4 graphical user interface (GUI) means coupled to said CSR means for displaying said  
5 information from said plurality of telephone calls;

6 wherein said GUI means is also for initiating a response to said information from at least  
7 one of said telephone calls.

1 28. A call center comprising:

2 a customer service response system (CSRS) capable of simultaneously responding to a  
3 plurality of incoming telephone calls from a plurality of calling parties by playing a message for  
4 receipt by each of said calling parties;

5 a graphical user interface (GUI) electrically coupled to said CSRS and configured to  
6 display information from said CSRS that originated from at least one of said plurality of calling  
7 parties; and,

8 voice recognition software included within said CSRS;

9 wherein information from at least one of said calling parties is received by said CSRS as  
10 a voice signal;

11 wherein said voice recognition software is configured to convert said voice signal into a  
12 text message for display on said GUI.